



Faculty of Social Sciences

## SMMX17, Organization and Management in a Service Context, 7.5 credits

*Organisation och ledning i en tjänstekontext, 7,5 högskolepoäng*  
Second Cycle / Avancerad nivå

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### Details of approval

The syllabus was approved by the board of the Department of Service Management and Service Studies on 2021-02-17 and was last revised on 2026-02-12 by the board of the Department of Service Studies. The revised syllabus comes into effect 2026-02-12 and is valid from the autumn semester 2026.

### General information

The course is a compulsory component in the first semester and is included in the Master's (120 credits) programme in Service Management (SASMA). The course is given for all specialisations.

*Language of instruction:* English

*Main field of study*    *Specialisation*

Service Management            A1N, Second cycle, has only first-cycle course/s as entry requirements

### Learning outcomes

For a grade of Pass on the course, the student shall be able to

#### Knowledge and understanding

- demonstrate advanced understanding and knowledge of theories in organisation and management,
- understand and explain key concepts and theoretical perspectives on organisation and management, and
- understand and explain the complexities of organisation and management in a service context.

## Competence and skills

- be able to apply and use concepts and theories in discussions of different organisational phenomena, and
- discuss and problematise how theories, methods and arguments form the basis for conclusions about organisational phenomena.

## Judgement and approach

- demonstrate the ability within organisation and management to make assessments that take into account relevant scientific, societal and ethical aspects, and
- reflect critically on different perspectives and approaches to organisation and management.

## Course content

The basic idea of the course is to develop and deepen the student's expertise in organisation and management. The aim of the course is that the student should be able to describe, problematise, integrate, analyse and reflect on the importance of organisation and management in a service context. The course consists of the following parts:

The first part of the course presents and discusses different theoretical ways to understand organisation and management.

In the second part of the course, the student describes, analyses and problematises key issues in organisation and management in a service context.

## Course design

The teaching consists of lectures, and seminars.

## Assessment

The assessment is based on:

- Individual Written Exam (4.5 credits), module code 2401
- Active Participation in Seminars (3 credits), module code 2402

The course includes opportunities for assessment at a first examination, a re-sit close to the first examination and a second re-sit for courses completed in the past year (catch-up exam). At least two further re-examinations on the same course content are offered within a year of a major change to, or discontinuation of, the course. After this, further re-examination opportunities are offered, but in accordance with the current course syllabus.

The examiner, in consultation with Disability Support Services, may deviate from the regular form of examination in order to provide a permanently disabled student with a form of examination equivalent to that of a student without a disability.

## Grades

Grading scale includes the grades: U=Fail, E=Sufficient, D=Satisfactory, C=Good, B=Very Good, A=Excellent

The grade for a non-passing result is Fail. The student's performance is assessed on the basis of the learning outcomes for the course. For the grade of E, the student has demonstrated acceptable results. For the grade of D, the student has demonstrated satisfactory results. For the grade of C, the student has demonstrated good results. For the grade of B, the student has demonstrated very good results. For the grade of A, the student has demonstrated excellent results. For the grade of Fail, the student has demonstrated unacceptable results.

Module code 2402 is an exception to the grading scale above, as the grading scale is Pass or Fail.

A grade of Pass for the whole course requires the student to obtain at least a grade of E on module code 2401 and a grade of Pass on module code 2402.

At the start of the course, students are informed about the learning outcomes stated in the syllabus and about the grading scale and how it is applied on the course.

## Entry requirements

To be admitted to the course, the student must be admitted to the Master's (120 credits) programme in Service Management (SASMA).

Oral and written proficiency in English corresponding to English 6/B from Swedish upper secondary school is a requirement. International qualifications will be assessed in accordance with national guidelines.

## Further information

The course may not be included in a qualification together with SMMV17 Managing Service Organisations (7.5 credits).